

**REMARKS/ARGUMENTS**

In this Action, the Examiner reopened prosecution of this appealed application. Claims 1-24 and 27-59 are pending. Claims 20 and 55 were indicated to be allowable if placed in independent form.

In response, applicant has rewritten claims 20 and 55 as new independent claims 60 and 61. Applicant therefore requests allowance of claims 60 and 61.

The Examiner rejected claims 1-10, 13-19, 21, 22, 27-45, 48-54, and 56-58 under 35 U.S.C. §102(e) over Walker et al. (US patent no. 5,963,911), and rejected claims 11, 12, 23, 24, 46, 47, and 59 under 35 U.S.C. §103(a) over Walker et al. in view of Bushey et al. (US patent no. 6,389,400). Applicant's arguments for patentability of these claims over the applied references were not deemed to be persuasive.

To move beyond this issue, applicant has amended his claims to recite specific aspects of the resource goals and work-item goals that are disclosed in the application. The amendments to claims 1, 28, 32, and 36 find support at, e.g., page 8, line 29, to page 9, line 2, page 9, lines 24-26, page 17, lines 5-7, and block 206 of Fig. 2 of the application. The amendments to claims 9, 29, 33, and 44 find support at, e.g., page 12, lines 13-25, page 20, lines 19-27, and blocks 308 and 314 of Fig. 3 of the application. The amendments to claims 13, 30, 34, and 48 find support at, e.g., page 11, lines 4-9, and blocks 312 and 318 of Fig. 3 of the application. And the amendments to claims 21, 31, 35, and 56 find support at, e.g., page 12, lines 13-25, page 21, lines 2-9, and blocks 312 and 316 of Fig. 3 of the application. These aspects of the resource goals and work-item goals are not disclosed in the applied references. Applicant therefore requests withdrawal of the rejection of the claims as amended.

Applicant has also taken this opportunity to correct a couple of ambiguities in the specification.

In view of the above amendments and remarks, applicant asserts that the application is now in condition for allowance. Applicant therefore

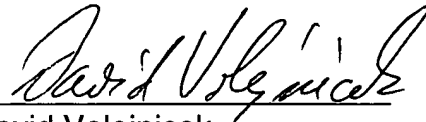
Serial No. **09/420,912**  
Amdt. Dated 17 August 2004  
Reply to Office Action of May 19, 2004

requests that the application be reconsidered and thereafter be passed to issue.

Applicant considers the above to be dispositive of all remaining issues in the application. If, however, the Examiner should deem that a telephone interview would advance prosecution, applicant requests the Examiner to call his attorney at the telephone number listed below.

Respectfully submitted,

**Jon A. Ford**

By   
David Volejnicek  
Corporate Counsel  
Reg. No. 29355  
303-538-4154

Date: 18 Aug. 2004

Avaya Inc.  
Docket Administrator  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738